CLAIMS

What is claimed is:

1. A method, comprising:

monitoring a parameter of a host system for a predetermined event;

generating a notification upon the occurrence of the predetermined event to a first person in a hierarchy; and

escalating the notification to a second person in the hierarchy when the first person fails to acknowledge the notification in a time period.

2. The method of claim 1, further comprising determining whether the notification is successful.

3. The method of claim 1, wherein the predetermined event is receipt of a state change of the parameter.

4. The method of claim 1, wherein the predetermined event is exceeding a threshold value set for the parameter.

5. The method of claim 1, further comprising generating the notification a number of times for an amount of time.

6. The method of claim 5, wherein the number of times, the amount of time, and the time period are configurable.

7. The method of claim 1, wherein the parameter is monitored using a satellite system located locally to the host system and wherein the notification is generated remotely from the host system.

8. The method of claim 7, further comprising:

receiving data about the predetermined event from a satellite system by a monitoring operations center and wherein the notification is generated by the monitoring operations center.

9. The method of claim 1, further comprising providing a possible cause of the predetermined event occurrence.

10. The method of claim 1, where escalation is based on a set of rules.

11. The method of claim 10, wherein the set of rules is based on a time delay between the notification and the acknowledgement.

12. The method of claim 10, wherein the set of rules is based on the state change.

13. The method of claim 10, wherein the set of rules is based on schedules of the first and second persons.

14. The method of claim 1, wherein the notification is generated and escalated automatically.

15. The method of claim 1, further comprising generating a trouble ticket at a predetermined point in the hierarchy to track the escalation.

16. The method of claim 1, wherein the parameter is a service of the host system.

17. The method of claim 1, wherein the parameter is a utilization of a component of the host system.

18. The method of claim 17, further comprising:

monitoring additional parameters of the host system, wherein the additional parameters include a service of the host system; and

eliminating a redundant notification based on dependent parameters of the host system.

19. The method of claim 17, further comprising determining an asset of the host system.

20. A machine readable medium having stored thereon instructions, which when executed by a processor, cause the processor to perform the following:

monitoring a parameter of a host system for a predetermined event;

generating a notification upon the occurrence of the predetermined event to a first person in a hierarchy; and

escalating the notification to a second person in the hierarchy when the first person fails to acknowledge the notification in a time period.

21. The machine readable medium of claim 18, wherein the predetermined event is receipt of a state change of the parameter.

22. The machine readable medium of claim 18, wherein the processor further performs generating the notification a number of times for an amount of time.

23. The machine readable medium of claim 18, wherein the number of times, the amount of time, and the time period are configurable.

24. The machine readable medium of claim 18, wherein the processor further performs providing a suggestion as to a cause of the predetermined event occurrence.

25. The machine readable medium of claim 18, wherein the processor further performs generating a trouble ticket at a predetermined point in the hierarchy to track the escalation.

26. An apparatus, comprising:

means for monitoring a parameter of a host system for a predetermined event;

means for generating a notification upon the occurrence of the predetermined event to a first person in a hierarchy; and

means for escalating the notification to a second person in the hierarchy when the first person fails to acknowledge the notification in a time period.

27. The apparatus of claim 26, further comprises means for determining whether the notification is successful.

28. The apparatus of claims 26, further comprising:

means for generating the notification a number of times for an amount of time.

29. The apparatus of claim 26, further comprising:

means for generating a trouble ticket at a predetermined point in the hierarchy to track the escalation.

30. An apparatus, comprising:

a portal to configure an event for a parameter of a host system;

a digital processing system coupled to the portal, the digital processing system to receive data indicative of an occurrence of the event and generate a first notification; and

a notification gateway coupled to the digital processing system to transmit the first notification to a first communication device, the digital processing system to generate a second notification to a second communication device if an acknowledgment is not received within a predetermined time.

31. The apparatus of claim 30, wherein the notification gateway transmits the second notification to the second communication device.

32. The apparatus of claim 30, wherein the digital processing system comprises at least one server.

33. The apparatus of claim 30, further comprising a proxy server coupled to the digital processing system.

34. A system, comprising:

a host satellite system coupled to a first network;

a plurality of communication devices; and

a monitoring operations center coupled to the first network, the monitoring operations center comprising:

a portal to configure an event for a parameter of a host system;

a digital processing system coupled to the portal, the digital processing system to receive data indicative of an occurrence of the event on the first network and generate a first notification; and

a notification gateway coupled to the digital processing system to transmit the first notification to one of the plurality of communication devices, the digital processing system to generate a second notification to another of the plurality of communication devices if an acknowledgment is not received within a predetermined time.

35. The system of claim 34, wherein the first notification is transmitted on the first network.

36. The system of claim 34, further comprising a second network and wherein the first notification is transmitted on the second network.

37. The system of claim 35, wherein the first network is an internet protocol network and the second network is a telephone network.